



# Ko e Medicare ko e sisitemi tokanga'i 'o e mo'uilelei fakasino 'a 'Australia

Medicare 'oku ne tokoni ke fua 'a e fakamole 'o e ni'ihi e ngaahi sevesi tauhi 'o e mo'uilelei fakasino.

## Founga Ngaue 'a e Medicare

'Oku mau totongi mo 'atu ha ngaahi sevesi 'a ia 'e lava ke tokoni'i koe pe ko ha taha 'oku ke tauhi ke faka'aonga'i 'a e ngaahi sevesi tauhi ki he mo'ui fakasino pe ke fakatau 'a ho'o ngaahi fo'i'akau/fakafaito'o.

Kapau 'oku 'i ai ha'o totonu ke ma'u, 'e tokoni 'a e Medicare 'o lava ke:

- 'atu ta'etotongi pe ma'ama'a ho faito'o 'e he kau toketa, sipesialisi, toketa mata, pea 'i he ngaahi keisi 'e ni'ihi toketa nifo pea mo e kau 'ofisa mo'ui palofesinolo 'osi faka'ataa kehe
- ngaahi faito'o/fo'i'akau ma'ama'a
- fai ho faito'o mo 'atu ha nofo'anga ta'etotongi 'i he ngaahi falemahaki fakapule'anga.

## Founga 'a ho'o kole ke kau ki he Medicare

Te ke lava 'o kole hu ki he Medicare 'i ha'o:

- fakafonu 'a e foomu kole hu ki he Medicare
- meili'i pe 'imeili 'a e foomu fakataha mo e ngaahi tokiumeni poupu ki he **MES@servicesaustralia.gov.au**

'E fiema'u ke ke 'omai kiate kimautolu 'a e ngaahi tokiumeni poupu 'o fakatatau ki ho ngaahi tukunga. Mahalo pe na'a fiema'u 'a ho'o ngaahi tokiumeni ke liliu (ki he fakapapalangi).

Ki ha toe ngaahi fakamatala 'i he lea faka-Palangi ki he ngaahi tokiumeni ko ia 'e fiema'u, hu ki he **servicesaustralia.gov.au/enrolling-medicare**

'Oku 'i ai 'a e ni'ihi te nau lava pe 'o fakahu 'enau kole hu 'onilaine 'o ngaue'aki 'enau 'akauni myGov.

Kapau 'oku ke kole hu ko ha famili, 'e fiema'u ia ke ke ngaue'aki 'a e foomu kole hu 'a e Medicare, 'alu ki he **servicesaustralia.gov.au/ms004**

Te mau lesisita foki koe fakafo'ituitui ko ha konga o e Medicare Safety Nets. 'Oku ke lava pe 'o lesisita ko ha ongo matu'a pe famili 'o kapau te ke fiema'u.

Ki ha toe ngaahi fakamatala 'i he lea faka-Palangi fekau'aki mo e Medicare Safety Nets, hu ki he **servicesaustralia.gov.au/safetynet**

## Kole hu ki he Medicare 'onilaine

Te ke lava 'o fakahu 'onilaine 'a ho'o kole hu 'o ngaue'aki 'a ho'o myGov 'o kapau 'oku ke:

- lolotonga nofo 'i Australia
- ta'u 15 pe lahi hake
- kole hu ko ha taha fakafo'ituitui.

Kuo pau kuo ke 'osi fai ha ni'hi 'o 'eni:

- 'osi fakahu ha'o 'apalai ki ha'o visa nofo fonua
- 'osi ma'u 'a ho'o visa nofo fonua
- ma'u ha visa fokimai 'o ha tokotaha nofo fonua.

Kapau te ke fai ha kole hu ki he Medicare 'i ho'o 'akauni myGov, te ke lava pe 'o muimui'i 'a e tukunga 'a ho'o 'apalai.

Te mau kole atu ke ke fakakau mai 'a e fakaikiiki 'o ho'o 'akauni pangike koe'uhi ke mau lava 'o fakahu ki ai 'a ho'o ngaahi totongi Medicare. Fakapapau'i 'oku ke maau e ngaahi fakaikiiki 'o ho'o 'akauni pangike.

'E fiema'u ke ke 'omai kiate kimaautolu 'a e ngaahi tokiumeni pou pou 'o fakatatau ki ho ngaahi tukunga. Mahalo pe na'a fiema'u 'a ho'o ngaahi tokiumeni ke liliu (ki he fakapapalangi) Lau 'i he uepisaiti Services Australia ki he ngaahi tokiumeni te ke fiema'u.

Ko 'ene tali pe 'a ho'o 'apalai, te mau fetu'utaki atu kiate koe ki he sitepu hono hoko ke fai. Te mau li atu foki 'a ho'o kaati Medicare 'i he meili ki he tu'asila ne ke 'osi 'omai.

Ki ha toe ngaahi fakamatala fekau'aki mo e kole hu, 'alu ki he **[servicesaustralia.gov.au/enrolling-medicare](https://servicesaustralia.gov.au/enrolling-medicare)**

Ke fai 'a ho'o ngaahi fengae'aki mo kimaautolu 'i he 'onilaine, fakaava ha'o 'akauni myGov pea ke fakafehokotaki ia ki he Medicare. Ke toe ma'u ha ngaahi fakamatala, 'alu ki he:

- **[servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides)**
- **[servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)**

## Kaati Medicare

Te ke ma'u ha kaati Medicare 'i he meili he taimi kuo 'osi tali ai koe 'o ke kau. Te mau li atu ia ki ho tu'asila ne ke 'omai kiate kimaautolu. 'Oku ke toe lava pe foki 'o ma'u ha tatau 'onilaine 'o ho'o Medicare kaati. 'E fiema'u ke ke hu ki he Express Plus Medicare mobile app ke lava 'o ngaue/sio ki ai.

Ki ha toe ngaahi fakamatala 'i he lea faka-Palangi fekau'aki mo e Express Plus Medicare mobile app, 'alu ki he **[servicesaustralia.gov.au/expressplusmedicare](https://servicesaustralia.gov.au/expressplusmedicare)**

Ke ke ngaue'aki 'a ngaahi 'epi, te ke fiema'u ha 'akauni myGov 'osi fakafehokotahi ki ho'o 'akauni Medicare 'onilaine. Kapau 'oku 'ikai ke ke ma'u 'a e ngaahi me'a ni, fakaava kinautolu pea ke toki taunilouti 'a e 'epi.

Te ke fiema'u ha kaati Medicare lolotonga ngaue ke:

- 'eke'i ha totongi fakafoki ngaahi tokoni Medicare
- ngaue'aki ha toketa 'oku nau toki 'eke'i fakalukufua hono totongi
- fai ho ngaahi faito'o ko ha tokotaha mahaki nomolo pe pea 'i ha falemahaki fakapule'anga pe
- ma'u ho'o ngaahi faito'o 'i ha totongi ma'ama'a ange.

Ko ho'o kaati Medicare te ne lava foki 'o tokoni'i koe kapau ko ha tokotaha mahaki palaiveiti koe ke fai hao faito'o 'i ha falemahaki fakapule'anga pe ko he falemahaki palaiveiti.

'Oku mau lava 'o 'atu 'a e lahi taha ha kaati 'e 2 ki ha famili Kapau 'oku ke ta'u 15 pe lahi hake, te ke lava pe ke ma'u ha'o kaati Medicare pe 'a'au.

Kapau 'oku mole pe kaiha'asi 'a ho'o kaati Medicare te ke lava ke fakafo'ou 'a ho'o kaati 'i ho'o 'akauni Medicare 'onilaine pe 'i he Express Plus Medicare mobile app.

Ki ha toe ngaahi fakamatala lahi ange 'i he lea faka-Palangi, 'alu ki he [servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)

## Lesisita e fakaikiiki 'o ho'o 'akauni pangike

Lesisita 'a ho'o 'akauni pangike mo kimautilu ke mau lava 'o fakahu hangatonu 'a ho'o ngaahi vahe Medicare ki ho'o 'akauni ne 'omai.

Ke lesisita 'a ho'o 'akauni pangike, ngaue'aki 'a:

- ho'o 'Akauni Medicare 'onilainie 'o fou 'i ho'o myGov
- koe Express Plus Medicare mobile app.

Te ke fiema'u 'a e:

- fakaikiiki 'o ho'o kaati Medicare pea mo ho'o 'akauni pangike (BSB, fika 'akauni mo e hingoa 'o e 'akauni) 'iate koe he taimi te ke lesisita ai
- fakaha mai kiate kimautilu 'o ka liliu ho ngaahi fakaikiiki.

Ki ha toe ngaahi fakamatala 'i he lea faka-Palangi, 'alu ki he [servicesaustralia.gov.au/medicare services](https://servicesaustralia.gov.au/medicare services)

## 'Eke'i ha totongi fakafoki

Te ke lava 'o 'eke'i ha totongi fakafoki mai 'o ha fa'ahinga sevesi ne fai ki ha taha 'o kinautilu kotoa ko ia 'oku lisi 'i ho'o kaati Medicare.

'E lava 'e he kau ngaue 'i he 'ofisi 'o ho'o toketa ke nau fakahu ha'o 'eke totongi fakafoki ma'au 'o kapau 'oku nau lava 'o fai faka'ilekitulonika. Kapau leva 'e 'ikai lava 'e he 'ofisi 'o ho'o toketaa 'o fakahu 'a ho'o 'eke totongi fakafoki ma'au, te ke lava pe 'e koe 'o fakahu hangatonu.

- 'i ha'o ngaue'aki ho'o 'akauni Medicare 'onilaine 'i ho'o myGov
- ngaue'aki 'a ho'o Express Plus Medicare mobile app
- 'i ha'o 'a'ahi tonu ki ha senita sevesi
- li 'i he meili 'aki ha'o fakafonu e Medicare Claim form (MS014).

Te ke toe lava pe foki ke fai ha 'eke totongi fakafoki ma'a ha taha 'i ha kaati Medicare kehe 'o kapau ko koe na'ake totongi 'a e sevesi ne fai. 'E 'ikai te ke lava 'o fai 'eni 'onilaine.

Ke toe ma'u ha ngaahi fakamatala fekau'aki mo e ngaahi founa te ke lava 'o fai ai ha'o 'eke totongi fakafoki 'i he lea faka-Palangi, 'alu ki he [servicesaustralia.gov.au/medicareclaiming](https://servicesaustralia.gov.au/medicareclaiming)

## Reciprocal Health Care Agreements (Ngaahi Aleapau Felotoi Tauhi Fakafaito'o)

'E 'ikai totongi 'e he Medicare hao faito'o fakafalemahaki 'i ha fonua muli. Kaneongo ia, kuo 'osi fakamo'oni hingoa 'a e Pule'anga 'Aositelelia Reciprocal Health Care Agreements (RHCA) mo ha ngaahi fonua ke nau fua pe ha ngaahi fakamole 'o ha faito'o fakafalemahaki 'o ha taha 'Aositelelia 'i ha'anau fiema'u lolotonga 'enau 'a'ahi ki honau ngaahi fonua.

'E lava foki e kakai 'o e ngaahi fonua ko ia 'o ma'u ha ngaahi sevesi fakafaito'o mo fo'i'akau ma'ama'a lolotonga ko ia 'a 'enau 'i Australia.

Ke toe ma'u ha ngaahi fakamatala lahi ange ki he RHCA 'i he lea faka-Palangi, 'alu ki he [servicesaustralia.gov.au/rhca](https://servicesaustralia.gov.au/rhca)

## Medicare fai pe 'e koe

'Oku faingofua 'aupito 'a e fengaue'aki mo kimautilu 'i ha fa'ahinga taimi pe 'i ha feitu'u pe. Te ke lava pe 'o fai 'a e meimei me'a kotoa vave mo faingofua 'o 'ikai toe fiema'u ke ke ta mai pe 'a'ahi mai kiate kimautilu.

Ngaue'aki 'a ho'o 'akauni Medicare 'onilaine moe Express Plus Medicare mobile app ke fai ha'o 'eke totongi fakafoki, fakafo'ou pe 'omi 'a e fakamuimui taha 'o ho ngaahi fakaikiiki fakaekoe mo ho'o 'akauni pangike pe kole ha fetongi pe 'ai ha no tatau 'o ho'o kaati Medicare. Te ke lava foki 'o sio ki ho'o siteitimeni huhu malu'i pea mo ha toe ngaahi me'a.

## 'Akauni Medicare 'onilaine

Te ke lava 'o lesisita ki ha'o 'akauni Medicare 'onilaine 'i he myGov. Ko ha taha 'eni 'o ha founa malu ma'au ke fai ai ho'o ngaahi fengaue'aki mo e Medicare 'i ha feitu'u mo ha taimi pe 'e faingamalie kiate koe.

Ke 'ilo 'a e founa 'a ho'o lesisita 'i he lea faka-Palangi, 'alu ki he [servicesaustralia.gov.au/medicareonline](https://servicesaustralia.gov.au/medicareonline)

## Express Plus Medicare mobile app

Te ke toe lava foki 'o fai e ngaahi me'a lahi 'o ngaue'aki 'a e Express Plus Medicare mobile app. Ko 'ene fakaava pe ha'o 'akauni Medicare 'onilaine, te ke lava leva 'o taunilouti 'a e 'epi mei he App Store, Google Play pe koe Windows store.

Ke toe 'ilo lahi ange ki he 'epi 'i he lea faka-Palangi, 'alu ki he [servicesaustralia.gov.au/expressplus](https://servicesaustralia.gov.au/expressplus)

## Ki ha toe fakamatala lahi ange

- 'Alu ki he [servicesaustralia.gov.au/medicareservices](https://servicesaustralia.gov.au/medicareservices) ki ha toe ngaahi fakamatala 'i he lea faka-Palangi
- 'Alu ki he [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) te ke lava ai 'o lau, fanongo pe mamata ki he ngaahi fakamatala 'i ho'o lea tu'ufonua
- Telefoni ki he **131 202** ke fakatalanoa mai kiate kimautilu 'i ho'o lea tu'ufonua fekau'aki mo e ngaahi vahe mo e ngaahi sevesi'a e Centrelink
- Telefoni ki he **132 011** ki he Medicare pea **131 272** ki he Child Support. Fakaha mai kiate kimautilu 'o kapau 'oku ke fiema'u ha fakatonulea pea te mau alea'i ha taha ta'etotongi pe
- 'A'ahi ki ha senita sevesi.

Tokanga'i: koe ngaahi telefoni mei ho'o telefoni 'api ki he ngaahi fika '13' mei ha feitu'u pe 'i 'Australia' oku 'i ai hano totongi tu'upau. Ko e totongi 'e ala feliuliuaki mei ha totongi 'o e telefoni loukolo pea 'e lava pe ke feliuliuaki 'o fakatatau ki he ngaahi kautaha telefoni. Telefoni ki he ngaahi fika '1800' mei ho'o telefoni 'api 'oku ta'etotongi pe. Ko e ngaahi telefoni mei he puha telefoni mo e telefoni mopaila 'oku mahalo 'e lau miniti ia pea totongi mamafa ange.

## Faka'ata'atā

Ko e ngaahi fakamatala 'oku ha atu ki he paaki ni 'oku taumu'a pe ia ko ha tataki/fakahinohino ki he ngaahi vahe mo e ngaahi sevesi. 'Oku 'a 'au pe 'a e fatongia ke fili pe te ke loto ke 'apalai ki ha vahe pea ke fakafonu ha'o 'apalai 'o fakatatau ki ho ngaahi tukunga fakafo'ituitui.



# Medicare is Australia's health care system

Medicare helps cover the cost of some health care services.

## How Medicare works

We provide payments and services that can help when you or someone you care for use health care services or buy medicines.

If you are eligible, Medicare helps with:

- free or cheaper treatment by doctors, specialists, optometrists, and in some cases dentists and other approved health professionals
- low cost medicine
- free treatment and accommodation in a public hospital.

## How to enrol in Medicare

You can enrol in Medicare by:

- completing a Medicare enrolment form
- mailing or emailing the form and supporting documents to **MES@servicesaustralia.gov.au**

You will need to give us supporting documents depending on your circumstances. You may need to have your documents translated.

For more information in English about what documents you may need, go to **servicesaustralia.gov.au/enrolling-medicare**

Some people can also enrol online using their myGov account.

If you are enrolling as a family, you need to use the Medicare enrolment form, go to **servicesaustralia.gov.au/ms004**

We will also register you as an individual as part of Medicare Safety Nets. You can register as a couple or family if you need.

For more information in English about Medicare Safety Nets, go to **servicesaustralia.gov.au/safetynet**

## Enrolling in Medicare online

You can enrol online using myGov if you are:

- living in Australia
- 15 years or older
- enrolling as an individual.

You must also have either:

- applied for a permanent resident visa
- been granted a permanent residency
- hold a returning resident visa.

If you enrol in Medicare using your myGov account, you can track the progress of your application.

We will ask you to add your bank account details so we can pay you Medicare payments. Have your banking details ready.

You will need to give us supporting documents depending on your circumstances. You may need to have your documents translated. Read about the documents you need on the Services Australia website.

Once your application is approved, we will contact you with your next steps. We will also send your Medicare card in the mail to the address you gave us.

For more information about enrolling, go to **[servicesaustralia.gov.au/enrolling-medicare](https://servicesaustralia.gov.au/enrolling-medicare)**

To do your business with us online, create a myGov account and link to Medicare. To find out more, go to:

- **[servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides)**
- **[servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)**

## Medicare card

You will get a Medicare card in the mail when you are enrolled. We will send it to the address you give us. You can also get a digital copy of your Medicare card. You will need to sign into the Express Plus Medicare mobile app to access it.

For more information in English about the Express Plus Medicare mobile app, go to **[servicesaustralia.gov.au/expressplusmedicare](https://servicesaustralia.gov.au/expressplusmedicare)**

To use the apps, you need a myGov account linked to your Medicare online account. If you do not have these, set them up and then download the apps.

You need a valid Medicare card to:

- claim Medicare benefits
- visit a doctor who bulk bills
- get treated as a public patient in a public hospital
- get some medicines at a lower cost.

Your Medicare card can also help if you are a private patient getting treatment in a public or private hospital.

We can issue a maximum of 2 cards to a family. If you are 15 or older, you can get your own Medicare card.

If your Medicare card is lost or stolen, you can get a new one using your Medicare online account or the Express Plus Medicare mobile app.

For more information in English, go to **[servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)**

## Register your bank account details

Register your bank account details with us so we can pay your Medicare benefits directly into your nominated bank account.

Register your bank account details using:

- your Medicare online account through myGov
- the Express Plus Medicare mobile app.

You need to:

- have your Medicare card and bank account details (BSB, account number and account name) with you when you register
- let us know if your details change.

For more information in English, go to [servicesaustralia.gov.au/medicare-services](https://servicesaustralia.gov.au/medicare-services)

## Claiming

You can claim for health care services for anyone listed on your Medicare card.

Staff at your doctor's office can submit the claim on your behalf if they offer electronic claiming. If your doctor's office cannot submit the claim on your behalf, you can submit a claim:

- using your Medicare online account through myGov
- using the Express Plus Medicare mobile app
- in person at a service centre
- via post by completing a Medicare Claim form (MS014).

You can also claim for someone on another Medicare card if you have paid for the service. You cannot do this online.

To find out more about claiming options in English, go to [servicesaustralia.gov.au/medicare-claiming](https://servicesaustralia.gov.au/medicare-claiming)

## Reciprocal Health Care Agreements

Medicare does not cover treatment when you go overseas. However, the Australian Government has signed Reciprocal Health Care Agreements (RHCA) with some countries to cover Australians for the cost of essential medical treatment while they are visiting those countries.

Visitors from those countries may also be able to get some health services and cheaper medicines when they are in Australia.

To find out more about the RHCA in English, go to [servicesaustralia.gov.au/rhca](https://servicesaustralia.gov.au/rhca)

## Medicare self service

It is easy to do business with us anytime and anywhere. You can do most things quickly and easily without needing to call or visit us.

Use your Medicare online account and Express Plus Medicare mobile app to make a claim, update your personal and bank details or request a replacement or duplicate Medicare card. You can also view immunisation statements and much more.

## Medicare online account

You can register for a Medicare online account through myGov. It is a secure way for you to do your business with Medicare when and where it suits you.

To find out how to register in English, go to [servicesaustralia.gov.au/medicareonline](https://servicesaustralia.gov.au/medicareonline)

## Express Plus Medicare mobile app

You can also do many things using the Express Plus Medicare mobile app. Once you have a Medicare online account, you can download the app from the App Store, Google Play or the Windows Store.

To find out more about the app in English, go to [servicesaustralia.gov.au/expressplus](https://servicesaustralia.gov.au/expressplus)

## For more information

- Go to [servicesaustralia.gov.au/medicare-services](https://servicesaustralia.gov.au/medicare-services) for more information in English
- Go to [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) where you can read, listen to or watch information in your language
- Call **131 202** to speak with us in your language about Centrelink payments and services
- Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- Visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

## Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.